

Young People's Theatre Multi-Year Accessibility Plan

Commitment to Accessibility

Young People's Theatre (YPT) believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. We believe that everyone should have equal access to employment, as well as to our productions and programs, and that our diverse community should be reflected in all that we do. The limitations imposed upon us by budget constraints and building design mean we cannot provide all the services we would like at this time, but we are continuing to work on methods to better serve patrons with all manner of disabilities and special needs. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005) and its associated Regulations, and strive to meet the needs of individuals with disabilities in a timely and effective manner.

Customer Service Standard

YPT is committed to providing accessible customer service to people with disabilities. We uphold the principles of customer service, which include dignity, independence, integration and equal opportunity. YPT will continue to identify and remove barriers to access for people with disabilities by:

- Allowing people with disabilities to use their own personal assistive devices when accessing YPT's services and programs.
- Enabling people with disabilities to access our activities and utilize our services by offering assistive devices and measures whenever possible.
- Communicating with a person with a disability in a manner that takes into account their disability.
- Allowing people with disabilities to bring their service animal with them to areas of the premises that are open to the public.
- Permitting access for people with disabilities to have a support person accompany them and ensuring that they have access to their support person while on our premises.
- Training staff and volunteers about key principles and accessibility strategies and tools.
- Wherever possible, providing notice when there are temporary disruptions to facilities or services that are relied upon by people with disabilities.
- Promoting a process for people to provide feedback on how activities or services are delivered, as well as explaining how YPT will respond to any feedback and what action will be taken as a result. It is the responsibility of every staff member to be attentive to the concerns of patrons, their families, teachers, students and visitors and to resolve concerns related to accessibility.

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In accordance with the AODA Customer Service Standard, YPT has documented a series of company specific policies and procedures that deal specifically with the following:

- Interpreted Performances
- Relaxed Performances
- Meet the Theatre (guided tour behind-the-scenes)
- Wheelchair Accessibility and Mobility
- Service Animals
- Support Persons
- Assistive Listening Devices
- Subsidized Tickets
- Drama School
- Employment
- General Facility Information

Multi-Year Plan Intent

This 2016 to 2021 accessibility plan outlines the policies and actions being implemented by Young People's Theatre to continue to improve access for visitors, staff and volunteers with disabilities, in compliance with the requirements communicated under the *Accessibility for Ontarians with Disabilities Act (AODA)* guidelines for the Integrated Accessibility Standards Regulation (IASR). [O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS under Accessibility for Ontarians with Disabilities Act, 2005, S.O 2005, c.11 \(AODA-IASR\)](#).

For More Information

Please contact us for more information on this accessibility plan.

Accessibility Committee

Young People's Theatre

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Accessible formats of this document are available free upon request.

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PART 1: General Requirements

| 1.1 Establishment of Accessibility Policies | |
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| <p>REQUIREMENT SUMMARY AODA (2005). O. Reg. 191/11, s. 3.</p> <ul style="list-style-type: none"> • Make a public statement of commitment and implement company-specific accessibility policies. | <p>COMPLIANCE DATE January 1, 2014</p> |
| <p>STATUS/ACTION Complete. Statement of commitment posted on YPT's website and Health and Safety boards.</p> | |
| 1.2 Multi-Year Accessibility Plan | |
| <p>REQUIREMENT SUMMARY AODA (2005). O. Reg. 191/11, s. 4.</p> <ul style="list-style-type: none"> • Create and make public a multi-year accessibility plan that outlines the organization's strategy to prevent and remove barriers. • Post the plan online and provide the plan in an accessible format upon request. • Review the plan every five (5) years. | <p>COMPLIANCE DATE January 1, 2014</p> |
| <p>STATUS/ACTION In progress. YPT's current Accessibility Plan is now subject to Board of Directors' review. Once approved, the plan will be available on YPT's website. Requests for accessible formats will be fielded by the Accessibility Committee who will work with each individual to determine a suitable format. The plan will be amended as required and reviewed every five years thereafter.</p> | |
| 1.3 Training on IASR and the Human Rights Code | |
| <p>REQUIREMENT AODA (2005). O. Reg. 191/11, s. 7.</p> <ul style="list-style-type: none"> • Train all employees, including contract and unpaid mentees/interns and volunteers, on the IASR requirements and the organization's responsibilities under the Human Rights Code (as it pertains to persons with disabilities) | <p>COMPLIANCE DATE January 1, 2015</p> |
| <p>STATUS/ACTION Complete. All employees, volunteers and others who deal with the public are trained on the AODA and Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties and needs of the individual, including refresher training. All new employees will be required to complete the training as part of their orientation. A record of completion is retained by YPT.</p> | |

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PART 2: Information and Communications Standard

| 2.1 Feedback | |
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| <p>REQUIREMENT SUMMARY AODA (2005). O. Reg. 191/11, s. 11.</p> <ul style="list-style-type: none"> Upon request, be able to receive and respond to feedback from persons with disabilities. Notify the public about the availability of accessible formats and communications supports with respect to the feedback process. | <p>COMPLIANCE DATE January 1, 2015</p> |
| <p>STATUS/ACTION Complete. YPT can facilitate feedback requests via phone, email, in-person, and mail (enlarged text available). All employees that are involved in developing or disseminating information internally or externally on behalf of the organization received training on the AODA Information and Communication Standards.</p> | |
| 2.2 Accessible Formats and Communications Support | |
| <p>REQUIREMENT SUMMARY AODA (2005). O. Reg. 191/11, s. 12.</p> <ul style="list-style-type: none"> Upon request, provide accessible formats and communication supports to individuals with disabilities at no extra cost. Notify the public of the availability of accessible formats and communication supports. Where a communication support or accessible format cannot be provided immediately, consult with the client in determining the suitability of an accessible format/support. | <p>COMPLIANCE DATE January 1, 2016</p> |
| <p>STATUS/ACTION In Progress. In order to provide accessible formats and communication supports to individuals with disabilities, YPT has developed an Accessible Formats Request Form (currently subject to Board of Directors' approval) that will assist in fielding requests. Once approved, it will be available on YPT's website. In order to provide the best experience, individuals will be consulted to determine their format and communication needs.</p> | |
| 2.3 Emergency Procedures, Plans or Public Safety Info | |
| <p>REQUIREMENT SUMMARY AODA (2005). O. Reg. 191/11, s. 13.</p> <ul style="list-style-type: none"> Upon request, provide emergency procedures, plans or public safety information in an accessible format or with appropriate communication supports. | <p>COMPLIANCE DATE January 1, 2012</p> |
| <p>STATUS/ACTION Complete. Emergency and public safety information is available in accessible formats upon request and in a timely manner.</p> | |

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| 2.4 Accessible Websites and Web Content | |
| REQUIREMENT SUMMARY <i>AODA (2005). O. Reg. 191/11, s. 14 (2) (4) (5).</i> <ul style="list-style-type: none"> Ensure website and web content published conforms to the Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increase to Level AA. | COMPLIANCE DATE January 1, 2012 |
| STATUS/ACTION Complete. To date, YPT's public website and its content meet all requirements under the WVAG 2.0 Level A. YPT's Marketing department is aware of WCAG requirements for existing and new web content to be increased to Level AA by January 1, 2020. | |

PART 3: Employment Standard

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| 3.1 Recruitment General | |
| REQUIREMENT SUMMARY <i>AODA (2005). O. Reg. 191/11, s. 22.</i> <ul style="list-style-type: none"> Notify employees and the public about the availability of accommodation. | COMPLIANCE DATE January 1, 2016 |
| STATUS/ACTION Complete. YPT is committed to inclusive and accessible employment practices that attract and retain individuals with disabilities. We are committed to ensuring that our recruitment and assessment processes are fair and accessible. | |
| 3.2 Recruitment, Assessment or Selection Process | |
| REQUIREMENT SUMMARY <i>AODA (2005). O. Reg. 191/11, s. 23 and 24.</i> <ul style="list-style-type: none"> Notify employees and the public about the availability of accommodation for applicants with disabilities in the company's recruitment processes. During the recruitment process, notify applicants selected to participate in our selection and assessment processes, that accommodations are available upon request, and in relation to the materials and/or processes used by YPT. Should a job applicant request accommodation, consult with the individual and make adjustments to best suit their needs. Notify successful applicants of the company's policies for accommodating employees with disabilities. | COMPLIANCE DATE January 1, 2016 |

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| STATUS/ACTION | |
| Complete. YPT has an accessibility statement posted on each job and volunteer posting. If requested, successful applicants are provided with available accommodations. Any accommodation requests pertaining to the selection/assessment and/or notification process that cannot be met with current alternative formats will be forwarded to the hiring manager who will work with the individual to develop an acceptable alternative. | |
| 3.4 Informing Employees of Supports | |
| REQUIREMENT SUMMARY | COMPLIANCE DATE |
| <p>AODA (2005). O. Reg. 191/11, s. 25.</p> <ul style="list-style-type: none"> • Communicate the company's policy on accommodating employees with disabilities to all staff members. • Ensure that all new hires are informed of the company's policy on accommodating employees with disabilities. | January 1, 2016 |
| STATUS/ACTION | |
| In progress. As a matter of policy in YPT’s HR Employee Manual (currently under review), YPT accommodation process addresses the ways in which the organization will support employees with disabilities including emergency planning/response, accessible formats, communication supports, performance management, career development and job changes. | |
| 3.5 Accessible Formats and Communication Supports for Employees | |
| REQUIREMENT SUMMARY | COMPLIANCE DATE |
| <p>AODA (2005). O. Reg. 191/11, s. 26.</p> <ul style="list-style-type: none"> • When an employee with a disability requests accessible formats and communication supports, work with that individual to provide or arrange for the provision. Employer will consult with the employee making the request to determine the suitability. | January 1, 2016 |
| STATUS/ACTION | |
| In Progress. As a matter of policy in YPT’s HR Employee Manual (currently under review), YPT is committed to providing employees with accessible formats and communication supports. To field requests, an Accommodation Plan Form (pending internal approval) includes formats and communication supports for employees. Once approved it will be disseminated with the revised HR Employee Manual and available on the internal server. All accommodations will be made in consultation with the employee to determine suitability. | |
| 3.6 Workplace Emergency Response Information | |
| REQUIREMENT SUMMARY | COMPLIANCE DATE |
| <p>AODA (2005). O. Reg. 191/11, s. 27.</p> <ul style="list-style-type: none"> • Create, implement and review individualized plans to assist employees with disabilities during an emergency response or evacuation. Provide emergency information in such a way that the employee with the disability can understand its contents/direction. | January 1, 2012 |

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| <p>STATUS/ACTION</p> <p>In Progress. As a matter of policy in YPT’s HR Employee Manual (currently under review), YPT is committed to providing individualized emergency response and/or evacuation plans for employees who require additional assistance. A monthly communiqué is sent out to notify employees of regular fire system testing and to remind staff that if they require an individualized emergency plan, to contact the Director of Operations. An Emergency Evacuation Assistance Request Form will be available on the internal server, pending approval. All accommodations will be made in consultation with the employee to determine suitability.</p> | |
| <p>3.7 Documented Individual Accommodation Plans</p> | |
| <p>REQUIREMENT SUMMARY</p> <p><i>AODA (2005). O. Reg. 191/11, s. 28.</i></p> <ul style="list-style-type: none"> Develop and implement a written process for the development of documented individual accommodation plans for employees with disabilities. | <p>COMPLIANCE DATE</p> <p>January 1, 2016</p> |
| <p>STATUS/ACTION</p> <p>In Progress. As a matter of policy in YPT’s HR Employee Manual (currently under review), YPT is committed to developing and implementing Individual Accommodation Plans (IAP) for all employees who require accommodation. IAP’s will be created in consultation with staff to ensure:</p> <ul style="list-style-type: none"> – A high level of privacy. The content of the IAP will be limited to only those required to facilitate or supervise the employee. – Clear communication with the employee of any limitations of the IAP before development. – Regular review and updates, especially if the employee moves to another location within the office or if the company amends its procedures. – IAP’s take into account the needs of the employee. – If applicable, employees are provided with reason for denial if applicable. | |
| <p>3.8 Return to Work Process</p> | |
| <p>REQUIREMENT SUMMARY</p> <p><i>AODA (2005). O. Reg. 191/11, s. 29.</i></p> <ul style="list-style-type: none"> Create a process to develop accommodation plans and return to work plans for employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. | <p>COMPLIANCE DATE</p> <p>January 1, 2016</p> |
| <p>STATUS/ACTION</p> <p>In Progress. As a matter of policy in YPT’s HR Employee Manual (currently under review), YPT is committed to reviewing and updating its return to work process based on gaps and compliance requirements. A Return to Work Form (pending internal approval) was developed to support employees that have been absent from work due to a non-work-related disability and/or who require an accommodation to return to work. Once approved, it will be made available on the internal server and used by management as necessary.</p> | |

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| 3.9 Performance Management, Career Development, Advancement and Re-deployment | |
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| <p>REQUIREMENT SUMMARY</p> <p><i>AODA (2005). O. Reg. 191/11, s. 30, 31 and 32</i></p> <ul style="list-style-type: none"> Ensure the organization's performance management and career development opportunities account for the accessibility needs and plans of employees and that these processes are inclusive and barrier-free. | <p>COMPLIANCE DATE</p> <p>January 1, 2016</p> |
| <p>STATUS/ACTION</p> <p>In Progress. As a matter of policy in YPT's HR Employee Manual (currently under review), YPT is committed to indentifying barriers in its performance management, career development/ advancement and re-deployment processes. All accommodations will be made in consultation with the employee to determine suitability.</p> | |